

**From:** bounce-257794-8026200@listserv.state.ma.us on behalf of Governor Deval Patrick <Constituent.Services@state.ma.us>  
**Sent:** Wednesday, May 05, 2010 2:13 PM  
**To:** Farak, Sonja (DPH)  
**Subject:** Thank You

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Dear Colleague:

The water emergency of the last few days affected the daily routines of 2 million residents in 30 communities in the greater Boston area. The public, businesses, schools, and hospitals were forced to adapt to life without ready access to clean drinking water.

Thankfully, as I write to you, the entire Massachusetts Water Resources Authority (MWRA) system is once again clean and safe for drinking. You and your colleagues in state government service are the reason why. On behalf of the public we serve, thank you for rising to the challenge.

In the wake of the pipe rupturing, we marshaled all of the resources at our disposal to identify the problem, fix the breach, inform the public of the precautions that needed to be taken, and get the system back on line. Achieving all that in 3 days depended on your remarkable coordination and collaboration. I want to specifically recognize:

Fred Laskey and all the folks at the MWRA, who worked around the clock since Saturday to restore safe drinking water to the public and provide real-time updates;

Secretary Ian Bowles, DEP Commissioner Laurie Burt, and the team at Energy and Environmental Affairs, who worked in tandem with MWRA to get the system back on line and assure the water quality was safe;

Secretary JudyAnn Bigby, DPH Commissioner John Auerbach, Dr. Lauren Smith, and their teams throughout Health and Human Services for providing expert advice and information (in plain language!) about public health precautions;

Secretary Mary Beth Heffernan, Undersecretary Kurt Schwartz, and the staff at Public Safety and Security, and especially Administrator Don Boyce and the Emergency Management Agency, who coordinated expertly with the federal and local governments, managed the 211 hotline, and disseminated information and resources to citizens and media outlets;

Secretary Greg Bialecki, Undersecretary Barbara Anthony, and the folks at Housing and Economic Development, who supplied businesses with the information and resources they needed to stay open, and swiftly responded to concerns about price gouging;

Secretary Paul Reville, Commissioner Mitchell Chester, and the staff at Education, who made sure students were safe;

Secretary Jeff Mullan and the MassDOT staff who contributed equipment and manpower;

Secretary Goldstein, the team at Labor and Workforce Development, and the Teamsters Local 25, who volunteered their time and loaned us their trucks to bring in additional supplies;


Secretary Gonzalez and the staff at Administration and Finance, in particular the Operational Services Division, who kept the MEMA bunker staffed around the clock, and Anne Margulies and the Information Technology Division, who ensured Mass.Gov was current with the latest information for the public;

Arthur Bernard and Kyle Sullivan, my chief of staff and communications director, and the entire staff in the Governor's office, who directed questions and coordinated our response;

And the members of our National Guard who once again left their homes and their jobs to help their neighbors in a time of need to distribute public supplies of bottled water to vulnerable citizens;

To you and everyone else who contributed to this effort, thank you for being at your best when the situation was at its worst. This was a well executed response, and, as you do every day, you made this Commonwealth and your governor proud.

Sincerely,

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Deval Patrick